

Terms and Conditions for OKIcare® Service Enhancement Programs

1. Service is available to you, the Customer (you/your), under these Warranty Enhancement Programs, OKI Depot™, OKI On-Site™ (program/programs), from Oki Data Americas, Inc. (we/us), located at 8505 Freeport Parkway, Suite 600 Irving, TX 75063, who is legally and financially obligated to perform the service selected, through its Authorized Service Centers, and its third party service providers.
2. To obtain coverage under any of the programs, you must apply within factory warranty period for the specific product that you purchased. We will require that you provide to us a proof of purchase receipt, dated at the time of purchase, the model and serial number for each printer to be covered under the program selected. We cannot accept applications sent to us beyond the original factory warranty period. Any applications received after that time will be returned to you and coverage under the program will not be provided.
3. Coverage under the program you selected will begin after receipt of the application and payment of the appropriate amount of the program you have selected. All applicable taxes and surcharges will apply. We will acknowledge registration to you. These programs are available for new printers that are in good working condition (at our sole discretion and inspection). If your printer is lost, stolen or destroyed, or you simply want to cancel your coverage, you may apply for a refund through your dealer on the following basis: A full refund will be made if you decide to cancel within thirty (30) days of receipt of the contract, provided a claim for coverage has not been made. A prorated refund will be made available to you if you decide to cancel after thirty (30) days or if a claim has been made. A cancellation charge may be assessed, however it will not exceed ten (10%) percent of the price of the contract or \$25.00, whichever is less.
4. Service under the OKI Depot™ program is available from us at one of our service depots, an Authorized OKI® Service Dealer (dial 1-800-OKIDATA for a list of dealers near you) or our third-party service provider. The OKI Depot™ program begins upon the expiration of the standard warranty provided at the time the printer was purchased.
5. Service under the OKI On-Site™ program is available from an OKI Authorized Service Dealer (dial 1-800-OKIDATA for a list of dealers near to you) or our third party service provider. Some printers are purchased with a standard 90 day on-site warranty as standard. OKI On-Site™ will extend that warranty coverage for an additional two hundred and seventy (270) days or one (1) full year, and then an additional three hundred and sixty (360) days, one (1) year if the second year program coverage is selected.
6. Under the OKI Depot™ or OKI On-Site™ programs, we will remedy™ any defect in material and workmanship in accordance with the Limited Warranty located in your printer handbook. We will repair, or at our option replace, at no charge, any defective component(s) of the printer. This Limited Warranty does not extend to consumable items such as toner, ribbon, or drum cartridges or, network set-up and application conflicts caused by products not of our manufacture. The programs will not apply to printers that have been damaged due to abuse, misuse, misapplication, accident, or as the result of service by any other than a service center authorized by us.

There are no express warranties other than those on the face hereof and described above. No warranties whether express or implied, including, but not limited to, any particular purpose, shall extend beyond the respective warranty program described herein. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Our total liability will be the price paid for the program. We will not be held liable for service delays due to parts shortage, inaccessibility to the customers location, security of your proprietary and confidential information or causes beyond its reasonable control. Neither we nor our subcontractors will be responsible or liable for loss of data or for any special, incidental or consequential (including lost profit) or other damages or loss of any kind arising from the use of the printer product or service program whether based in contract, tort, or otherwise. Some states do not allow for the exclusion of incidental or consequential damages, so the above exclusion may not apply to you.

These terms and conditions make up the entire understanding between you and us regarding these programs. No changes to the terms and conditions will take place unless agreed upon and signed by you and us.

For State of Virginia residents only:

If any promise made in the contract has been denied or has not been honored within 60 days after your request, you may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at <http://www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml> to file a complaint.